

1

(administration)

2

(Waldo, 1968)

(public administration) (Marini, 1971)

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(

Mertnan and Bernis (
Riggs, 1966)

, 2548)

(new public administration)

(, 2546)

(interdisciplinary approach)

(Dunn, 1981)

(1)

(2)

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(mobile clinic)

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: Diabetic Retinopathy--DR)

221 . . 2553 368 . . 2548
2 (, 2550)

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60 . . 2543
2 (, 2547)

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. . 2548 25,315 . . 2523 434,974
656 . . 2523 17.20 6,994 . . 2548 12.80
(, 2549)

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50
(Congdon, 2003) 10 -
10 15
50 25 80-90

21.40 (Tandhanand et al., 1984)
2(
) 17.20 - 31.81 (Rasnidatta et al., 1998)

26.20 (Sanipom et al., 2001) 34 (Nitiapinyasakul et
al., 1999) 21.90 (Supapruksakul et al., 1997)
11 (Narendran, et al., 2002) 34.1 (Klein et al., 1990)
56-91
20-64

(blindness)

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16(

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(2550)

83.0

52.3

42.0

55.7

36.3

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87.4

79.0

78.3

72.8

69.0

67.7

(blue angel)

67.8

83.1

76.3

76.9

68.5

66.5

94.5

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93.5 86.5
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43 / 44
42 470

Verbeek (2002)

Bennett (1994)

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“ ”
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Aday and Andersen (1975)

. . 1970

4,966

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(1)

(convenience)

(office

waiting time)

(availability of care when needed)

(2)

(coordination)

(getting all needs at one place)

(concern of doctors for overall

health)

(follow-up care) (3)

(courtesy)

(4)

(medical information)

(information about what was wrong)

(information about treatment)

(5)

(quality of care)

(6)

(out-of-pocket cost)

(Quality Assurance of Hospital Services)

(Hospital

accreditation-HA) HA

HA

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HA

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(Levine et al., 1990) (Peters & Waterman, 1980)

(Total Quality Management-TQM)

(dimension of quality) (1) (acceptability) (2) (accessibility) (3) (appropriateness) (4) (competency) (5) (continuity) (6) (effectiveness) (,2543) . . 2545

(Thailand Quality Award-TQA)

(Thailand Quality Class-TQC)

(TQC)

TQC . . 2550

. . 2551 TQA

(Joint Commission for Accreditation of Healthcare Organization-
JCAHO) . 1995 4

- (1) (clinical performance) (2)
- (3) (health status)
- (4) (satisfaction)

/

- (efficacy) (appropriateness)
- (prevention/early detection) (availability)
- (timeliness) (effectiveness) (continuity)
- (safety) (efficiency)
- (respect& caring)

- (patient focus) (teamwork)
- (communication) (resource management)
- (development) (ethics) (job
- 2550) (,

12

(1)

(2)

(3)

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(essential needs)

(, 2544)

(Owen & Hughes, 2003)

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teamwork)

(multidisciplinary

(drug interaction)

(>) (>)

(,2547, 115)

(knowledge identification)

(knowledge acquisition)

(knowledge creation)

(knowledge storage)

(knowledge distribution)

(,2545)

(Continuous Quality Improvement--CQI)

(Canadian Council on Health Services
Accreditation--CCHSA, 1995)

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(Donabedian, 1980)

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(reliability)

(Katz & Kahn, 1966)

(tables)

(dynamic)

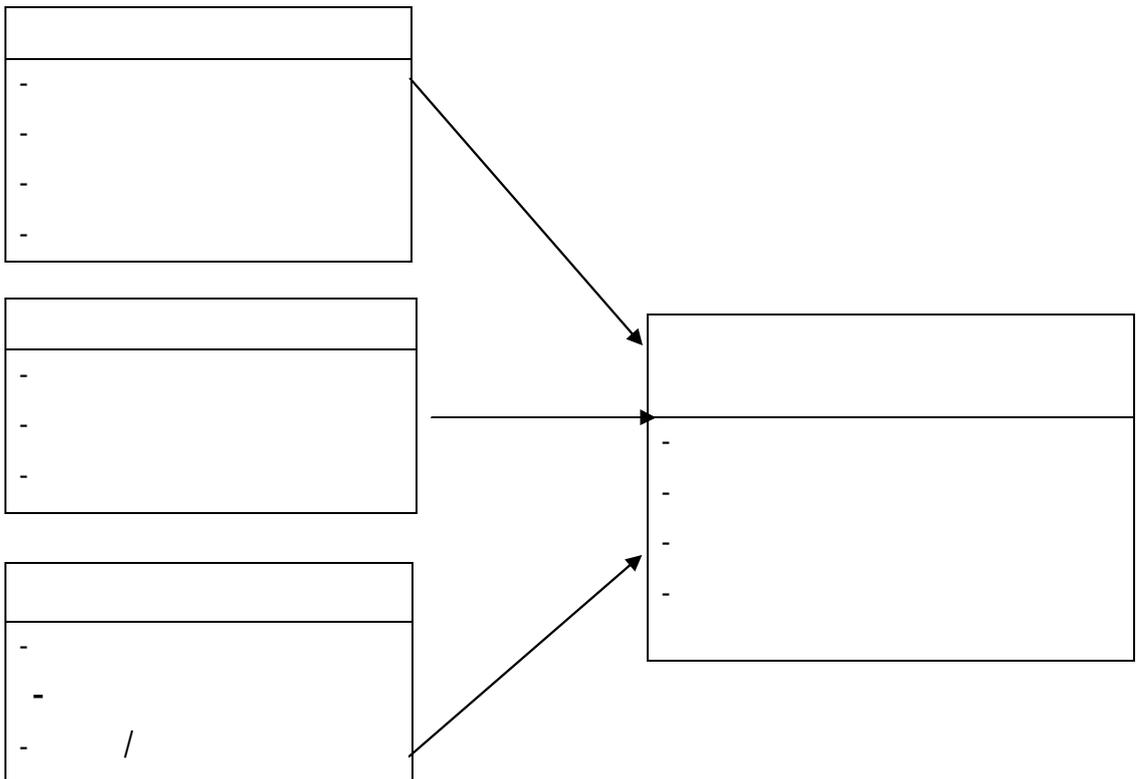
-

(empathy)

(courtesy)

(credibility)

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21

2

1. (independent variables)

10

1.1

1.1.1

1.1.2

1.1.3

1.1.4

1.2

1.2.1

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1.3.3 /

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(tertiary care)

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Deming's cycle

(plan)

(do)

(check)

(act)

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21.

22.

1.	1.	1
	2	2
	3	3
	4	4
2	1.	5
-	2	6
	3	7
	4	8

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		2	10
		3	11
		4	12
4	-	1.	13
		2	14
		3	15
		4	16

1.	1.	17
	2	18
	3	19
-	4	20
2	1.	21
	2	22
	3	23
	4	24

3	1.	25
	- 2	26
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	3	27
	4	28
4	1.	29
	2	30
	3	31
	4	32

1.	1.	33
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	2	34
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	3	35
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2

2	1.	38
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	3	40
	4	41
	5	42
3	1.	43
	2	44
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	4	46
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	2	49
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	4	51

2	1.	52
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Deming's cycle
(plan)

(do)

(check)

(act)

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		2.	57
		3.	58
		4.	59

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(best practice)

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